



Essential Tools for EN Success:

Part 2

Operations Support Manager
Social Security's Ticket to Work Program

Objectives

Content

- Show examples of what other Employment Networks are doing
- Provide ideas on how you can more efficiently run your EN

Application

- Use these ideas in your agency
- Create your own forms that fit your model
- Increase your Ticket activity and track results

Examples from Employment Networks

Incentives to Ticket Holders to reach their Goals

- Primary Purpose
 - Motivation
- When to hand out
 - Specific milestones
- Types of Incentives
 - Gift cards
 - Gas reimbursement
 - Party
 - Luncheon
 - Drawing



Internet Fax Services (IFS)

Reasons for using IFS:

- Send and receive faxes through email
- Saves Time
- No Printing
- Transaction History
- Reporting Beneficiary Earnings

Examples of IFS Vendors



**** Please Note: Service fees may apply**

“Quick Coach” Call Prep Sheet



Human Solutions
LLC

**Quick Coach Call
Prep Sheet**

Name:

Coaching Date: / /

Next Coaching Appointment: / /

1. What is my BIG WIN since the last time we talked?

2. What is an opportunity I have before me right now?

3. What's an immediate challenge or obstacle I'm facing?

4. What do I want to use my next coaching session for?

1.

2.

5. Goal setting

Action	Assistance/Resources needed	Goal Date
		/ /
		/ /
		/ /
		/ /

Please email the completed form to your Career Specialist at least 2 business days
BEFORE your next call.

Human Solutions, LLC
877-561-5886 Toll Free, Fax: 877-567-8003, 711 TTY/TRS
Visit our website at: www.youremploymentnetwork.com

Benefits Summary Form



Human Solutions
LLC

Benefits Summary Form

Client Name: _____

Date of Inquiry: ____ / ____ / ____

Benefit Type: SSI SSDI Concurrent

Benefit amount: \$_____

Trial Work Months used: _____

Employment Start Date: _____

Last month/Year worked: ____ / ____ Amount \$_____

Next Medical Review: ____ / ____ / ____

Medical Re-Exam Cycle (3,4,5 years): _____

Overpayment? Yes No If yes, Amount? \$_____

To be completed by CWIC

CWIC: _____

Date: ____ / ____ / ____

Next recommended scheduled appointment: 3 months 6 months

6mos. Post-Employment date: ____ / ____ / ____

Considerations/ Notes:

Progress Check 1

What is the maximum amount allowed in the BPA agreement for incentives to Ticket Holders?

- A. \$100 per quarter
- B. \$200 per year
- C. \$60 per quarter
- D. There is no limit

Wage Reporting Form

HR OFFICE SOLUTIONS, INC.
DOVER, DE 19904 | Telephone: (302) 677-1555

WAGE REPORTING FORM

(This information must be completed by the employee)

Name: _____

Address: _____

Social Security #: _____

Home Telephone #: _____

Mobile Telephone #: _____

Please read the following information:

I hereby authorize the employer below to release the requested information to HR Office Solutions, Inc., regarding my wages, employment status. I the client understand that this letter is valid for the duration of services from HR Office Solutions, Inc. This is to help them provide Social Security with my monthly wages as a part of the Ticket to Work program.

Employee Signature: _____ Date: _____

(This information is to be filled out by the Employer)

Please provide us with a copy of employee's wage report and fax to (206) 888-4342

Name of Employer: _____

Address: _____

Work Telephone #: _____

Pay Rate: _____

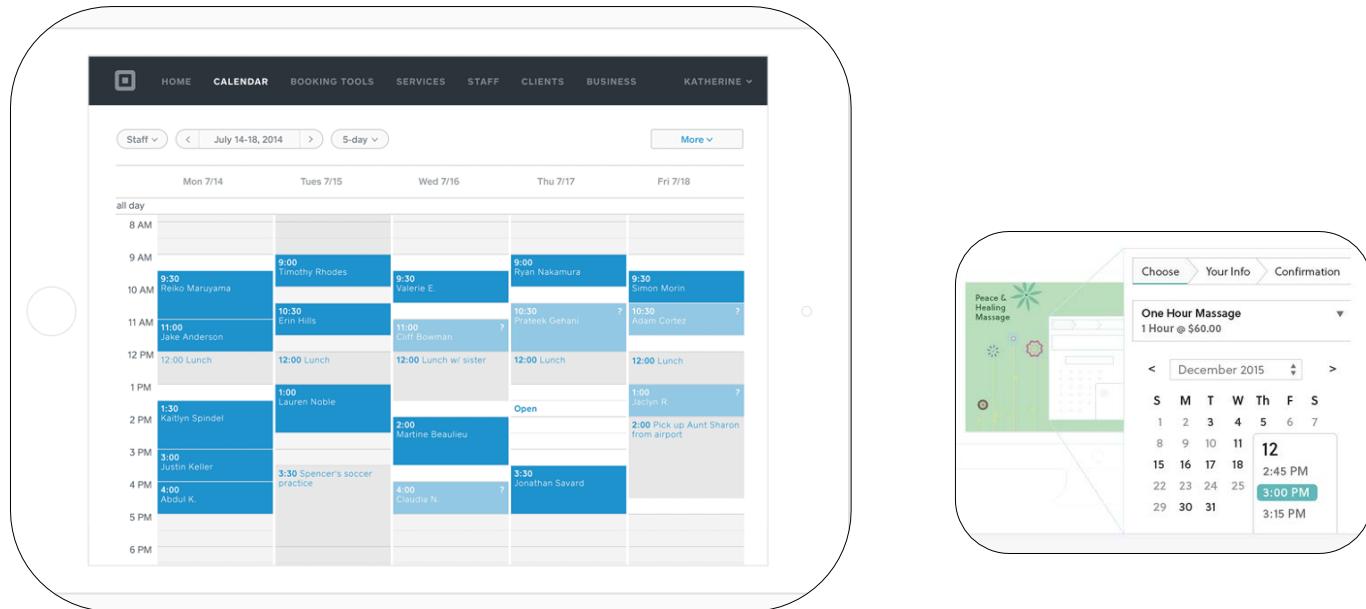
Start Date: _____

Signature of Person Completing Report: _____

Date: _____

Notes: _____

Appointment Setting Tools



The image displays two examples of appointment setting tools. The left tool is a grid-based calendar for July 14-18, 2014, showing staff availability (blue boxes) and client bookings (grey boxes) for various times of the day. The right tool is a detailed appointment card for a 'One Hour Massage' on December 12, 2015, featuring a map, service details, and a calendar.




The image shows a detailed view of the SetMore Appointments software interface. It features a weekly calendar with staff names (Christina, Holly, John, etc.) and their availability. Overlaid on the calendar are various colored boxes representing client appointments and services. Callouts highlight specific features: 'Custom branding' (with an arrow pointing to the top left), 'Staff schedules' (with an arrow pointing to the bottom left), 'Appointments' (with an arrow pointing to the right), and 'Self-service bookings' (with an arrow pointing to the bottom right). The interface is designed for easy management of staff and client interactions.

Progress Check 2

What is the advantage of having an online tool for your Ticket Holders to set appointments?

- A.** Saves time for both the EN and Ticket Holder
- B.** Eliminates phone tag
- C.** Some Ticket Holders may be too shy to call
- D.** Some Ticket Holders are more comfortable doing things online
- E.** All of the above

Online Questionnaire

Application for Laradon's Ticket to Work Program

Thank you for your interest in Laradon's Ticket to Work program. Please note that the Ticket to Work program is only available to persons receiving SSI or SSDI cash benefits. As part of our efforts to evaluate your potential to benefit from our services and possible participation in our program, please complete this questionnaire. Please make every effort to fully and clearly answer all questions. When you are finished please click SUBMIT at the bottom of the page. If you require any assistance you may contact Ann at 720-974-6823. Once we receive your responses, they will be reviewed and we will follow-up with you.

Please note: Ticket assignments to Laradon's Employment Network are accepted on a case-by-case basis.

Submittal of the above information does not guarantee Ticket assignment.

The information provided is used to properly evaluate the needs of each Ticket Holder.

*** Required Field**

*First

Last

City

*State

*Phone #1

Phone #2

*Email address:

Link to view the full questionnaire

http://www.laradon.org/CES_TicketToWork_Application/index.aspx



Tracking Tool

Ticket to Work Program Tracker													
Center Name	Client Name	SSN	Last 4 SSN	IWP Date	ASGN Date	UN-ASGN Date	Employer	Start	End	Wage Rate	TOTAL Payments since 2008	Notes	
ABC Career Services	Rob Jones	123-45-678	6789	4/2/15	04/02/15	03/25/15	Miller's Hardware Store	\$7.50	\$8.50	\$8.50		John is working 32 hours a week and he will also meet with us once a week as a follow-up.	
CBS Employment Services	Michelle Barett	123-54-111	1111	4/15/15	04/18/15	04/03/15	Melody Music	\$7.25	\$7.25	\$7.25		Michelle needs training with learning the new software system at her job. Contacted her to set up to talk about her IWP goals.	

Statement of Understanding

Statement of Understanding

I understand that I have assigned my ticket to Self Sufficiency through Employment (SSTE) as my employment network (EN). As my employment network I will be assisted with obtaining employment and or other employment supports i.e., job-retention, job readiness counseling, resume writing and interviewing skills assistance.

I further understand that it has been explained to me the guidelines to participate in the “Ticket to Work Program” and that my benefits may be affected due to work and/or earnings.

Be it known that I have been given the phone number to the “Community Work Incentive Coordinator (CWIC)” in my State along with the phone number to the “Ticket to Work help line for additional information regarding the “Ticket to Work “program.

I further understand it is my responsibility to report my work and earnings to the Social Security Administration; and I have been given the phone number for wage reporting.

I authorize “Self Sufficiency through Employment” the right to report and provide employment and earnings to the Social Security Administration on my behalf and contact employers to obtain pay check stubs, earnings information, employee records and any contact information not provided to SSTE.

Signature

Date

Public Relations Campaign

- ENs should sign a release with the Ticket Holder and the company they are using.
- Reaching out to your local media make sure they understand they portray companies that are hiring people with disabilities.
- Bulleted document about what Ticket to Work is and some strong points in using the Ticket program to help Social Security disability beneficiaries go back to work.



Link to local news segment

<http://ksn.com/2015/01/23/ticket-to-work-program-helps-social-security-recipients-get-into-workforce/>

Link to the success story

<http://rosewoodservices.com/news/view/RWEmploymentNetwork1-15>

Progress Check 3

Why is it important to track your assignments and employment information? (pick all that apply)

- A. Track goals and outcomes for different sites**
- B. Easier to complete your APOR**
- C. You have nothing better to do with your time**
- D. You can compare your data with reports on the Ticket Portal to assure accuracy**

Quick Tips

- **Courtesy and Customer Service**
- **Soft Skill Assessment**
 - Verbal/Interpersonal Skills
 - Written Communication
 - Office Technology
 - Problem Solving
- **Free Online Career/Personality Assessment Tools**
 - O*Net
 - Career Builder



Personalized Information on EN Directory

- You can add additional, personalized information to your listing on the EN Directory to attract ticket holders to your EN.
- 250 Character Limit
- Free Advertising
- Email ENDescRev@ssa.gov

Questions and Answers

For more information, contact an Account Specialist
at 1.866.949.3687 or enoperations@yourtickettowork.com

